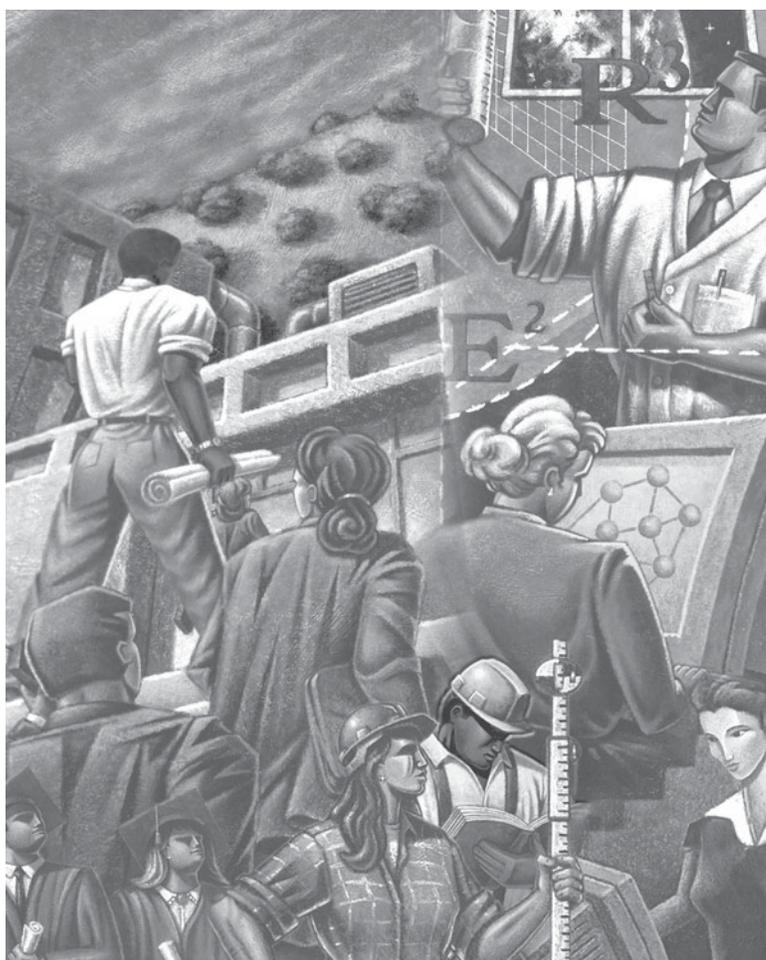


Tomorrow's Jobs



Reprinted from the
Occupational Outlook Handbook, 2004-05 Edition

U.S. Department of Labor
Bureau of Labor Statistics



Sections Included in this Reprint

Tomorrow's Jobs
Sources of Career Information
Finding a Job and Evaluating a Job Offer

Tomorrow's Jobs

Making informed career decisions requires reliable information about opportunities in the future. Opportunities result from the relationships between the population, labor force, and the demand for goods and services.

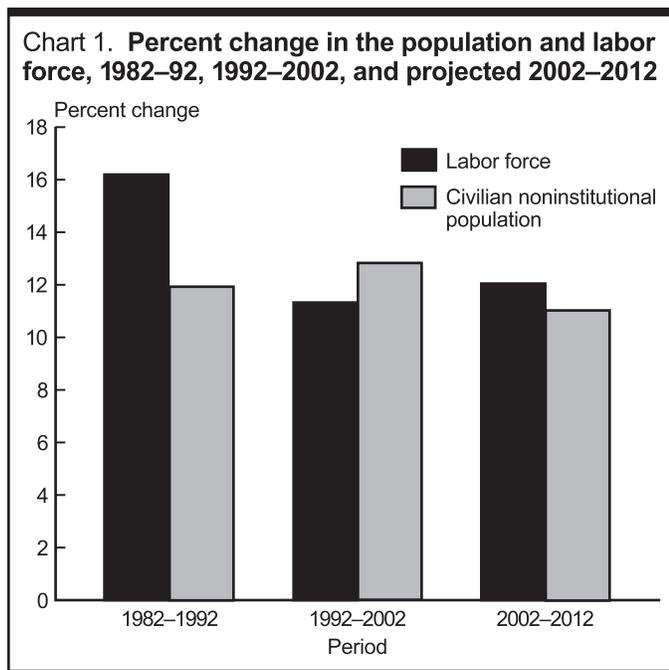
Population ultimately limits the size of the labor force—individuals working or looking for work—which constrains how much can be produced. Demand for various goods and services determines employment in the industries providing them. Occupational employment opportunities, in turn, result from demand for skills needed within specific industries. Opportunities for medical assistants and other health care occupations, for example, have surged in response to rapid growth in demand for health services.

Examining the past and projecting changes in these relationships is the foundation of the Occupational Outlook Program. This chapter presents highlights of Bureau of Labor Statistics projections of the labor force and occupational and industry employment that can help guide your career plans. Sources of detailed information about the projections appear on page viii.

Population

Population trends affect employment opportunities in a number of ways. Changes in population influence the demand for goods and services. For example, a growing and aging population has increased the demand for health services. Equally important, population changes produce corresponding changes in the size and demographic composition of the labor force.

The U.S. population is expected to increase by 24 million over the 2002-12 period, at a slower rate of growth than during both the 1992-2002 and 1982-92 periods (chart 1). Continued growth will mean more consumers of goods and services, spurring demand for workers in a wide range of occupations and industries. The effects of population growth on various occupations will differ. The differences are partially accounted for by the age distribution of the future population.



The youth population, aged 16 to 24, will grow 7 percent over the 2002-12 period. As the baby boomers continue to age, the group aged 55 to 64 will increase by 43.6 percent or 11.5 million persons, more than any other group. Those aged 35 to 44 will decrease in size, reflecting the birth dearth following the baby boom generation.

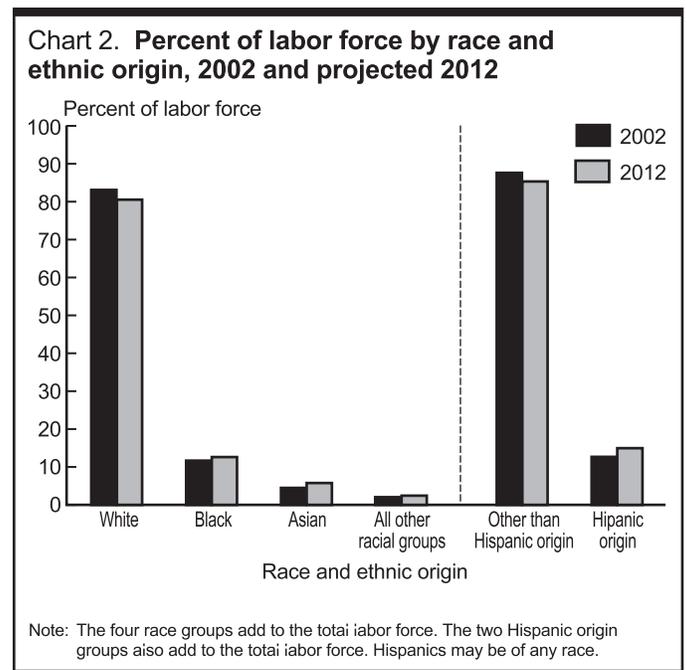
Minorities and immigrants will constitute a larger share of the U.S. population in 2012. The number of Hispanics is projected to continue to grow much faster than those of all other racial and ethnic groups.

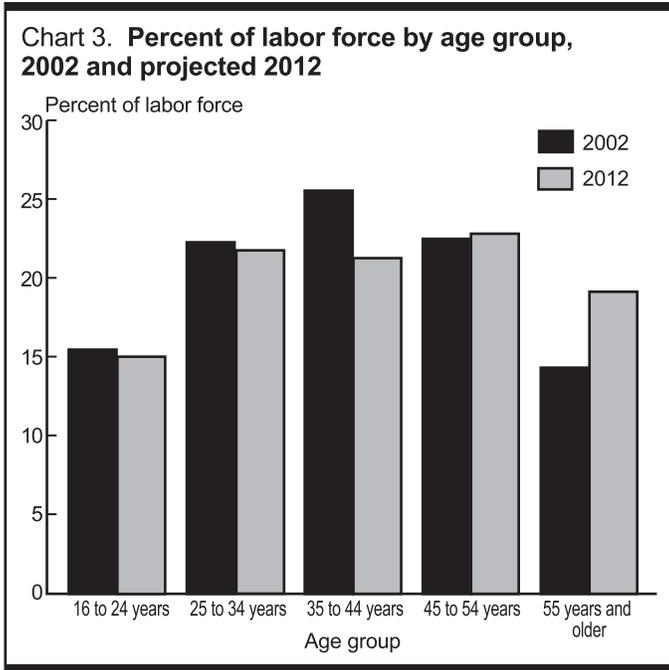
Labor force

Population is the single most important factor in determining the size and composition of the labor force—that is, people who are either working or looking for work. The civilian labor force is projected to increase by 17.4 million, or 12 percent, to 162.3 million over the 2002-12 period.

The U.S. workforce will become more diverse by 2012. White, non-Hispanic persons will continue to make up a decreasing share of the labor force, falling from 71.3 percent in 2002 to 65.5 percent in 2012 (chart 2). However, despite relatively slow growth, white, non-Hispanics will remain the largest group in the labor force in 2012. Hispanics are projected to account for an increasing share of the labor force by 2012, growing from 12.4 to 14.7 percent. By 2012, Hispanics will constitute a larger proportion of the labor force than will blacks, whose share will grow from 11.4 percent to 12.2 percent. Asians will continue to be the fastest growing of the four labor force groups.

The numbers of men and women in the labor force will grow, but the number of women will grow at a faster rate than the number of men. The male labor force is projected to grow by 10 percent from 2002 to 2012, compared with 14.3 percent for women. As a result, men's share of the labor force is expected to decrease from 53.5 to 52.5 percent, while women's share is expected to increase from 46.5 to 47.5 percent.





The youth labor force, aged 16 to 24, is expected to slightly decrease its share of the labor force to 15 percent by 2012. The primary working age group, between 25 and 54 years old, is projected to decline from 70.2 percent of the labor force in 2002 to 65.9 percent by 2012. Workers 55 and older, on the other hand, are projected to increase from 14.3 percent to 19.1 percent of the labor force between 2002 and 2012, due to the aging of the baby-boom generation (chart 3).

Employment

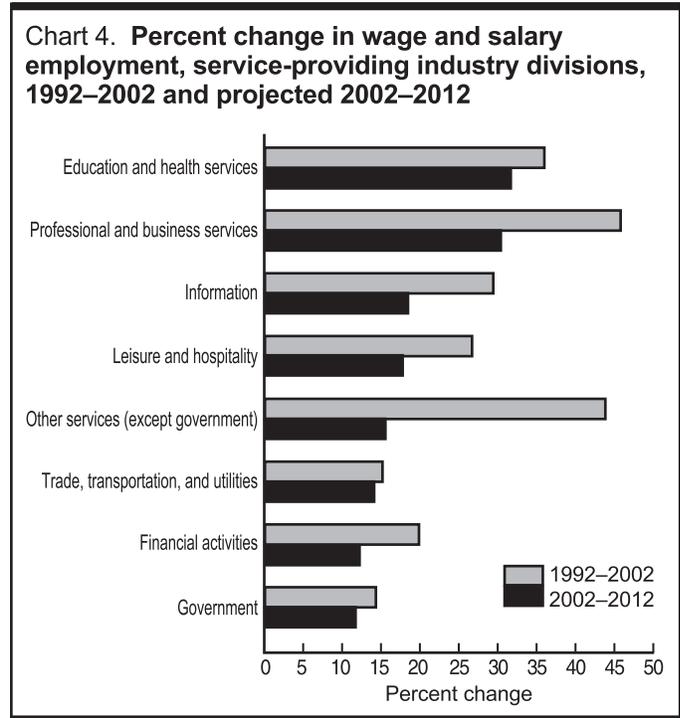
Total employment is expected to increase from 144 million in 2002 to 165 million in 2012, or by 14.8 percent. The 21 million jobs that will be added by 2012 will not be evenly distributed across major industrial and occupational groups. Changes in consumer demand, technology, and many other factors will contribute to the continually changing employment structure in the U.S. economy.

The following two sections examine projected employment change from both industrial and occupational perspectives. The industrial profile is discussed in terms of primary wage and salary employment. Primary employment excludes secondary jobs for those who hold multiple jobs. The exception is employment in agriculture, which includes self-employed and unpaid family workers in addition to wage and salary workers.

The occupational profile is viewed in terms of total employment—including primary and secondary jobs for wage and salary, self-employed, and unpaid family workers. Of the nearly 144 million jobs in the U.S. economy in 2002, wage and salary workers accounted for 132 million; self-employed workers accounted for 11.5 million; and unpaid family workers accounted for about 140,000. Secondary employment accounted for 1.7 million jobs. Self-employed workers held 9 out of 10 secondary jobs; wage and salary workers held most of the remainder.

Industry

Service-providing industries. The long-term shift from goods-producing to service-providing employment is expected to continue. Service-providing industries are expected to account for approxi-



mately 20.8 million of the 21.6 million new wage and salary jobs generated over the 2002–12 period (chart 4).

Education and health services. This industry supersector is projected to grow faster, 31.8 percent, and add more jobs than any other industry supersector. About 1 out of every 4 new jobs created in the U.S. economy will be in either the healthcare and social assistance or private educational services sectors.

Healthcare and social assistance—including private hospitals, nursing and residential care facilities, and individual and family services—will grow by 32.4 percent and add 4.4 million new jobs. Employment growth will be driven by increasing demand for healthcare and social assistance because of an aging population and longer life expectancies. Also, as more women enter the labor force, demand for childcare services is expected to grow.

Private educational services will grow by 28.7 percent and add 759,000 new jobs through 2012. Rising student enrollments at all levels of education will create demand for educational services.

Professional and business services. This group will grow by 30.4 percent and add nearly 5 million new jobs. This industry supersector includes some of the fastest growing industries in the U.S. economy.

Employment in administrative and support and waste management and remediation services will grow by 37 percent and add 2.8 million new jobs to the economy by 2012. The fastest growing industry in this sector will be employment services, which will grow by 54.3 percent and will contribute almost two-thirds of all new jobs in administrative and support and waste management and remediation services. Employment services ranks among the fastest growing industries in the Nation and is expected to be among those that provide the most new jobs.

Employment in professional, scientific, and technical services will grow by 27.8 percent and add 1.9 million new jobs by 2012. Employment in computer systems design and related services will grow by 54.6 percent and add more than one-third of all new jobs in professional, scientific, and technical services. Employment growth

will be driven by the increasing reliance of businesses on information technology and the continuing importance of maintaining system and network security. Management, scientific, and technical consulting services also will grow very rapidly, by 55.4 percent, spurred by the increased use of new technology and computer software and the growing complexity of business.

Management of companies and enterprises will grow by 11.4 percent and add 195,000 new jobs.

Information. Employment in the information supersector is expected to increase by 18.5 percent, adding 632,000 jobs by 2012. Information contains some of the fast-growing computer-related industries such as software publishers; Internet publishing and broadcasting; and Internet service providers, Web search portals, and data processing services. Employment in these industries is expected to grow by 67.9 percent, 41.1 percent, and 48.2 percent, respectively. The information supersector also includes telecommunications, broadcasting, and newspaper, periodical, book, and directory publishers. Increased demand for residential and business land-line and wireless services, cable service, high-speed Internet connections, and software will fuel job growth among these industries.

Leisure and hospitality. Overall employment will grow by 17.8 percent. Arts, entertainment, and recreation will grow by 28 percent and add 497,000 new jobs by 2012. Most of these new job openings will come from the amusement, gambling, and recreation sector. Job growth will stem from public participation in arts, entertainment, and recreation activities—reflecting increasing incomes, leisure time, and awareness of the health benefits of physical fitness.

Accommodation and food services is expected to grow by 16.1 percent and add 1.6 million new jobs through 2012. Job growth will be concentrated in food services and drinking places, reflecting increases in population, dual-income families, and dining sophistication.

Trade, transportation, and utilities. Overall employment in this industry supersector will grow by 14.1 percent between 2002 and 2012. Transportation and warehousing is expected to increase by 914,000 jobs, or by 21.7 percent through 2012. Truck transportation will grow by 20.5 percent, adding 275,000 new jobs, while rail and water transportation are both projected to decline. The warehousing and storage and the couriers and messengers industries are projected to grow rapidly at 28.6 percent and 41.7 percent, respectively. Demand for truck transportation and warehousing services will expand as many manufacturers concentrate on their core competencies and contract out their product transportation and storage functions.

Employment in retail trade is expected to increase by 13.8 percent, from 15 million to 17.1 million. Increases in population, personal income, and leisure time will contribute to employment growth in this industry, as consumers demand more goods. Wholesale trade is expected to increase by 11.3 percent, growing from 5.6 million to 6.3 million jobs.

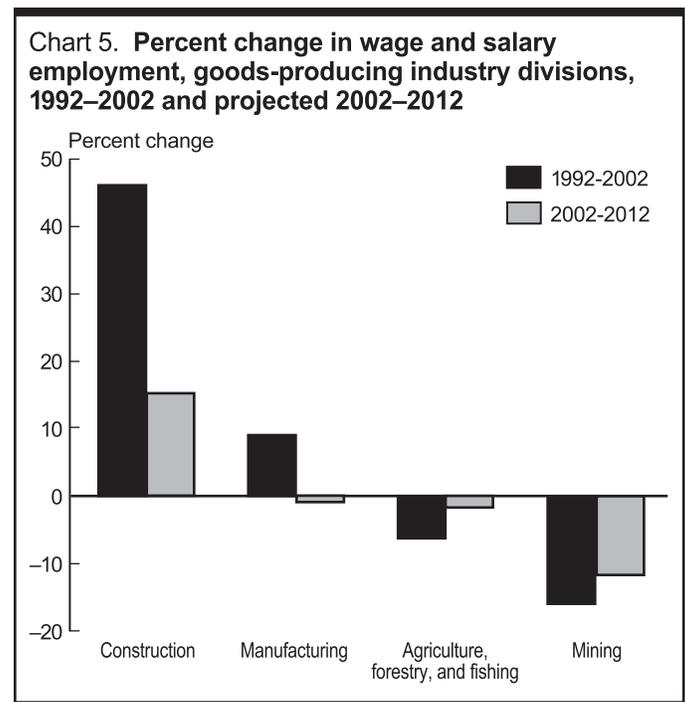
Employment in utilities is projected to decrease by 5.7 percent through 2012. Despite increased output, employment in electric power generation, transmission, and distribution and natural gas distribution is expected to decline through 2012 due to improved technology that increases worker productivity. However, employment in water, sewage, and other systems is expected to increase 46.4 percent by 2012. Jobs are not easily eliminated by technological gains in this industry because water treatment and waste disposal are very labor-intensive activities.

Financial activities. Employment is projected to grow 12.3 percent over the 2002-12 period. Real estate and rental and leasing is expected to grow by 18.4 percent and add 374,000 jobs by 2012. Growth will be due, in part, to increased demand for housing as the population grows. The fastest growing industry in the financial activities supersector will be commercial and industrial machinery and equipment rental and leasing, which will grow by 39.8 percent.

Finance and insurance is expected to increase by 590,000 jobs, or 10.2 percent, by 2012. Employment in securities, commodity contracts, and other financial investments and related activities is expected to grow 15.5 percent by 2012, reflecting the increased number of baby boomers in their peak savings years, the growth of tax-favorable retirement plans, and the globalization of the securities markets. Employment in credit intermediation and related services, including banks, will grow by 10.9 percent and add about half of all new jobs within finance and insurance. Insurance carriers and related activities is expected to grow by 7.5 percent and add 168,000 new jobs by 2012. The number of jobs within agencies, brokerages, and other insurance related activities is expected to grow about 14.5 percent, as many insurance carriers downsize their sales staffs and as agents set up their own businesses.

Government. Between 2002 and 2012, government employment, including that in public education and hospitals, is expected to increase by 11.8 percent, from 21.5 million to 24 million jobs. Growth in government employment will be fueled by growth in State and local educational services and the shift of responsibilities from the Federal Government to the State and local governments. Local government educational services is projected to increase 17.5 percent, adding over 1.3 million jobs. State government educational services also is projected to grow 17.5 percent, adding 388,000 jobs. Federal Government employment, including the Postal Service, is expected to increase by less than 1 percent as the Federal Government continues to contract out many government jobs to private companies.

Other services (except government). Employment will grow by 15.7 percent. More than 4 out of 10 new jobs in this supersector will



be in religious organizations, which is expected to grow by 24.4 percent. Personal care services will be the fastest growing industry at 27.6 percent. Also included among other services is private household employment, which is expected to decrease 7.2 percent.

Goods-producing industries. Employment in the goods-producing industries has been relatively stagnant since the early 1980s. Overall, this sector is expected to grow 3.3 percent over the 2002-12 period. Although employment is expected to increase more slowly than in the service-providing industries, projected growth among goods-producing industries varies considerably (chart 5).

Construction. Employment in construction is expected to increase by 15.1 percent, from 6.7 million to 7.7 million. Demand for new housing and an increase in road, bridge, and tunnel construction will account for the bulk of job growth in this supersector.

Manufacturing. Employment change in manufacturing will vary by individual industry, but overall employment in this supersector will decline by 1 percent or 157,000 jobs. For example, employment in plastics and rubber products manufacturing and machinery manufacturing is expected to grow by 138,000 and 120,000 jobs, respectively. Due to an aging population and increasing life expectancies, pharmaceutical and medicine manufacturing is expected to grow by 23.2 percent and add 68,000 jobs through 2012. However, productivity gains, job automation, and international competition will adversely affect employment in many other manufacturing industries. Employment in textile mills and apparel manufacturing will decline by 136,000 and 245,000 jobs, respectively. Employment in computer and electronic product manufacturing also will decline by 189,000 jobs through 2012.

Agriculture, forestry, fishing, and hunting. Overall employment in agriculture, forestry, fishing, and hunting is expected to decrease by 2 percent. Employment is expected to continue to decline due to advancements in technology. The only industry within this supersector expected to grow is support activities for agriculture and forestry, which includes farm labor contractors and farm management services. This industry is expected to grow by 18.4 percent and add 17,000 new jobs.

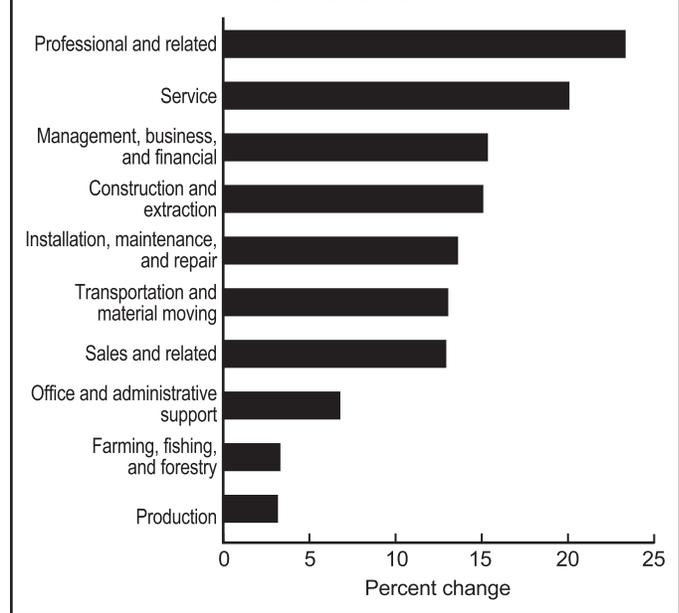
Mining. Employment in mining is expected to decrease 11.8 percent, or by some 60,000 jobs, by 2012. Employment in coal mining and metal ore mining is expected to decline by 30.2 percent and 38.8 percent, respectively. Employment in oil and gas extraction also is projected to decline by 27.8 percent through 2012. Employment decreases in these industries are attributable mainly to technology gains that boost worker productivity, growing international competition, restricted access to Federal lands, and strict environmental regulations that require cleaning of burning fuels.

Occupation

Expansion of service-providing industries is expected to continue, creating demand for many occupations. However, projected job growth varies among major occupational groups (chart 6).

Professional and related occupations. Professional and related occupations will grow the fastest and add more new jobs than any other major occupational group. Over the 2002-12 period, a 23.3-percent increase in the number of professional and related jobs is projected, a gain of 6.5 million. Professional and related workers perform a wide variety of duties, and are employed throughout private industry and government. About three-quarters of the job growth will come from three groups of professional occupations—computer and mathematical occupations, healthcare practitioners and technical occupations, and education, training, and library occupations—which will add 4.9 million jobs combined.

Chart 6. Percent change in total employment by major occupational group, projected 2002–2012



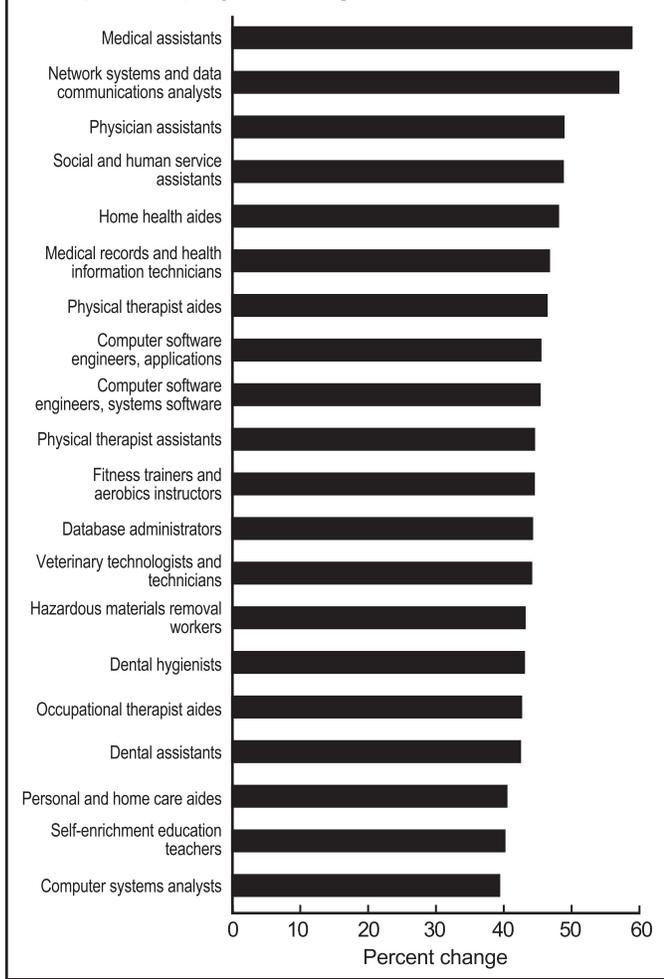
Service occupations. Service workers perform services for the public. Employment in service occupations is projected to increase by 5.3 million, or 20.1 percent, the second largest numerical gain and second highest rate of growth among the major occupational groups. Food preparation and serving related occupations are expected to add the most jobs among the service occupations, 1.6 million by 2012. However, healthcare support occupations are expected to grow the fastest, 34.5 percent, adding 1.1 million new jobs.

Management, business, and financial occupations. Workers in management, business, and financial occupations plan and direct the activities of business, government, and other organizations. Their employment is expected to increase by 2.4 million, or 15.4 percent, by 2012. Among managers, the numbers of computer and information systems managers and of preschool and childcare center/program educational administrators will grow the fastest, by 36.1 percent and 32 percent, respectively. General and operations managers will add the most new jobs, 376,000, by 2012. Farmers and ranchers are the only workers in this major occupational group whose numbers are expected to decline, losing 238,000 jobs. Among business and financial occupations, accountants and auditors and management analysts will add the most jobs, 381,000 combined. Management analysts also will be one of the fastest growing occupations in this group, along with personal financial advisors, with job increases of 30.4 percent and 34.6 percent, respectively.

Construction and extraction occupations. Construction and extraction workers construct new residential and commercial buildings, and also work in mines, quarries, and oil and gas fields. Employment of these workers is expected to grow 15 percent, adding 1.1 million new jobs. Construction trades and related workers will account for more than three-fourths of these new jobs, 857,000, by 2012. Many extraction occupations will decline, reflecting overall employment losses in the mining and oil and gas extraction industries.

Installation, maintenance, and repair occupations. Workers in installation, maintenance, and repair occupations install new equipment and maintain and repair older equipment. These occupations will add 776,000 jobs by 2012, growing by 13.6 percent. Autom-

Chart 7. Percent change in employment in occupations projected to grow fastest, 2002–2012



tive service technicians and mechanics and general maintenance and repair workers will account for more than 4 in 10 new installation, maintenance, and repair jobs. The fastest growth rate will be among heating, air-conditioning, and refrigeration mechanics and installers, an occupation that is expected to grow 31.8 percent over the 2002-12 period.

Transportation and material moving occupations. Transportation and material-moving workers transport people and materials by land, sea, or air. The number of these workers should grow 13.1 percent, accounting for 1.3 million additional jobs by 2012. Among transportation occupations, motor vehicle operators will add the most jobs, 760,000. Rail transportation occupations are the only group in which employment is projected to decline, by 5.4 percent, through 2012. Material moving occupations will grow 8.9 percent and will add 422,000 jobs.

Sales and related occupations. Sales and related workers transfer goods and services among businesses and consumers. Sales and related occupations are expected to add 2 million new jobs by 2012, growing by 12.9 percent. The majority of these jobs will be among retail salespersons and cashiers, occupations that will add more than 1 million jobs combined.

Office and administrative support occupations. Office and administrative support workers perform the day-to-day activities of the office, such as preparing and filing documents, dealing with the

public, and distributing information. Employment in these occupations is expected to grow by 6.8 percent, adding 1.6 million new jobs by 2012. Customer service representatives will add the most new jobs, 460,000. Desktop publishers will be among the fastest growing occupations in this group, increasing by 29.2 percent over the decade. Office and administrative support occupations account for 11 of the 20 occupations with the largest employment declines.

Farming, fishing, and forestry occupations. Farming, fishing, and forestry workers cultivate plants, breed and raise livestock, and catch animals. These occupations will grow 3.3 percent and add 35,000 new jobs by 2012. Agricultural workers, including farmworkers and laborers, accounted for the overwhelming majority of new jobs in this group. The numbers of both fishing and logging workers are expected to decline, by 26.8 percent and 3.2 percent, respectively.

Production occupations. Production workers are employed mainly in manufacturing, where they assemble goods and operate plants. Production occupations will have the slowest job growth among the major occupational groups, 3.2 percent, adding 354,000 jobs by 2012. Jobs will be created for many production occupations, including food processing workers, machinists, and welders, cutters, solderers, and brazers. Textile, apparel, and furnishings occupations, as well as assemblers and fabricators, will account for much of the job losses among production occupations.

Among all occupations in the economy, computer and healthcare occupations are expected to grow the fastest over the projection period (chart 7). In fact, healthcare occupations make up 10 of the 20 fastest growing occupations, while computer occupations account for 5 out of the 20 fastest growing occupations in the economy. In addition to high growth rates, these 15 computer and healthcare occupations combined will add more than 1.5 million new jobs. High growth rates among computer and healthcare occupations reflect projected rapid growth in the computer and data processing and health services industries.

The 20 occupations listed in chart 8 will account for more than one-third of all new jobs, 8 million combined, over the 2002-12 period. The occupations with the largest numerical increases cover a wider range of occupational categories than do those occupations with the fastest growth rates. Health occupations will account for some of these increases in employment, as well as occupations in education, sales, transportation, office and administrative support, and food service. Many of these occupations are very large, and will create more new jobs than will those with high growth rates. Only 2 out of the 20 fastest growing occupations—home health aides and personal and home care aides—also are projected to be among the 20 occupations with the largest numerical increases in employment.

Declining occupational employment stems from declining industry employment, technological advancements, changes in business practices, and other factors. For example, increased productivity and farm consolidations are expected to result in a decline of 238,000 farmers and ranchers over the 2002-12 period (chart 9). The majority of the 20 occupations with the largest numerical decreases are office and administrative support and production occupations, which are affected by increasing plant and factory automation and the implementation of office technology that reduces the needs for these workers. For example, employment of word processors and typists is expected to decline due to the proliferation of personal computers, which allows other workers to perform duties formerly assigned to word processors and typists.

Chart 8. Occupations with the largest numerical increases in employment, projected 2002–2012

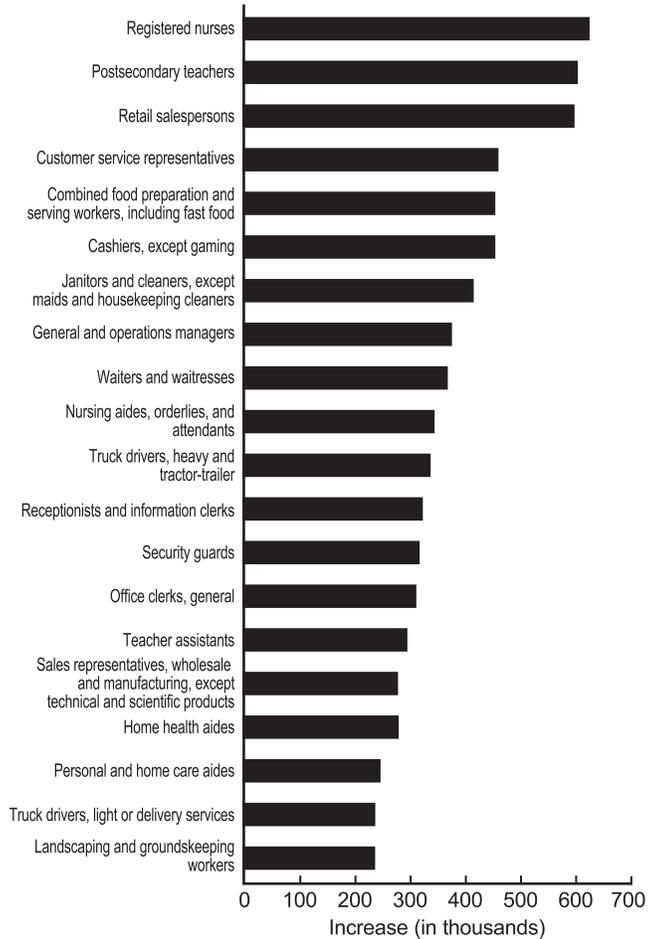


Chart 9. Job declines in occupations with the largest numerical decreases in employment, projected 2002–2012



Education and training

Education is essential in getting a high-paying job. In fact, for all but 1 of the 50 highest paying occupations, a college degree or higher is the most significant source of education or training. Air traffic controllers is the only occupation of the 50 highest paying for which this is not the case.

Among the 20 fastest growing occupations, a bachelor’s or associate degree is the most significant source of education or training for 10 of them—network systems and data communications analysts; physician assistants; medical records and health information technicians; computer software engineers, applications; computer software engineers, systems software; physical therapist assistants; database administrators; veterinary technologists and technicians; dental hygienists; and computer systems analysts. On-the-job training is the most significant source of education or training for another 8 of the 20 fastest growing occupations—medical assistants, social and human service assistants, home health aides, physical therapist aides, hazardous materials removal workers, occupational therapist aides, dental assistants, and personal and home care aides. In contrast, on-the-job training is the most significant source of education or training for 17 of the 20 occupations with the largest numerical increases; 3 of these 20 occupations—registered nurses, postsecondary teachers, and general and operations

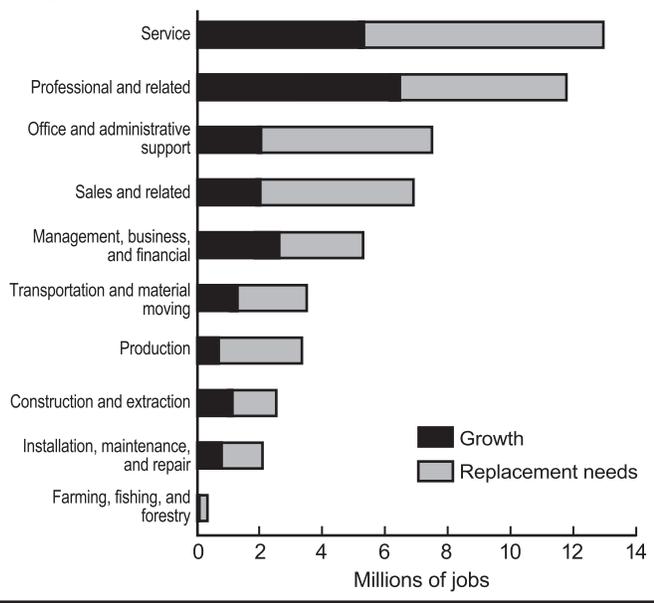
managers—have an associate or higher degree as the most significant source of education or training. On-the-job training also is the most significant source of education or training for 19 of the 20 occupations with the largest numerical decreases; one of these 20 occupations—travel agents—has a postsecondary vocational award as the most significant source of education or training. Table 1 lists the fastest growing occupations and occupations projected to have the largest numerical increases in employment between 2002 and 2012, by level of education or training.

Total job openings

Job openings stem from both employment growth and replacement needs (chart 10). Replacement needs arise as workers leave occupations. Some transfer to other occupations while others retire, return to school, or quit to assume household responsibilities. Replacement needs are projected to account for 60 percent of the approximately 56 million job openings between 2002 and 2012. Thus, even occupations projected to experience little or no growth or to decline in employment still may offer many job openings.

Professional and related occupations are projected to grow faster and add more jobs than any other major occupational group, with 6.5 million new jobs by 2012. Three-fourths of the job growth in professional and related occupations is expected among computer

Chart 10. Number of jobs due to growth and replacement needs by major occupational group, projected 2002–2012



and mathematical occupations; healthcare practitioners and technical occupations; and education, training, and library occupations. With 5.3 million job openings due to replacement needs, professional and related occupations are the only major group projected to generate more openings from job growth than from replacement needs.

Service occupations are projected to have the largest number of total job openings, 13 million, reflecting high replacement needs. A large number of replacements will be necessary as young workers leave food preparation and service occupations. Replacement needs generally are greatest in the largest occupations and in those with relatively low pay or limited training requirements.

Office automation will significantly affect many individual office and administrative support occupations. Overall, these occupations are projected to grow more slowly than average, while some are projected to decline. Office and administrative support occupations are projected to create 7.5 million job openings over the 2002–12 period, ranking third behind service and professional and related occupations.

Farming, fishing, and forestry occupations are projected to have the fewest job openings, approximately 335,000. Because job growth is expected to be slow, and levels of retirement and job turnover high, more than 85 percent of these projected job openings are due to replacement needs.

Table 1. Fastest growing occupations and occupations projected to have the largest numerical increases in employment between 2002 and 2012, by level of education or training

Fastest growing occupations	Education or training level	Occupations having the largest numerical job growth
	First professional degree	
Pharmacists Veterinarians Chiropractors Physicians and surgeons Optometrists		Lawyers Physicians and surgeons Pharmacists Clergy Veterinarians
	Doctoral degree	
Postsecondary teachers Computer and information scientists, research Medical scientists, except epidemiologists Clinical, counseling, and school psychologists Biochemists and biophysicists		Postsecondary teachers Clinical, counseling, and school psychologists Medical scientists, except epidemiologists Computer and information scientists, research Biochemists and biophysicists
	Master's degree	
Physical therapists Mental health and substance abuse social workers Rehabilitation counselors Survey researchers Epidemiologists		Physical therapists Rehabilitation counselors Educational, vocational, and school counselors Mental health and substance abuse social workers Market research analysts
	Bachelor's or higher degree, plus work experience	
Computer and information systems managers Education administrators, preschool and childcare center/program Sales managers Management analysts Medical and health services managers		General and operations managers Management analysts Financial managers Sales managers Computer and information systems managers
	Bachelor's degree	
Network systems and data communications analysts Physician assistants Computer software engineers, applications Computer software engineers, systems software Database administrators		Elementary school teachers, except special education Accountants and auditors Computer systems analysts Secondary school teachers, except special and vocational education Computer software engineers, applications
	Associate degree	
Medical records and health information technicians Physical therapist assistants Veterinary technologists and technicians Dental hygienists Occupational therapist assistants		Registered nurses Computer support specialists Medical records and health information technicians Dental hygienists Paralegals and legal assistants
	Postsecondary vocational award	
Fitness trainers and aerobics instructors Preschool teachers, except special education Respiratory therapy technicians Emergency medical technicians and paramedics Security and fire alarm systems installers		Preschool teachers, except special education Licensed practical and licensed vocational nurses Automotive service technicians and mechanics Hairdressers, hairstylists, and cosmetologists Fitness trainers and aerobics instructors
	Work experience in a related occupation	
Self-enrichment education teachers Emergency management specialists Private detectives and investigators First-line supervisors/managers of protective service workers, except police, fire, and corrections Detectives and criminal investigators		First-line supervisors/managers of retail sales workers First-line supervisors/managers of food preparation and serving workers First-line supervisors/managers of office and administrative support workers First-line supervisors/managers of construction trades and extraction workers Self-enrichment education teachers
	Long-term on-the-job training	
Heating, air-conditioning, and refrigeration mechanics and installers Audio and video equipment technicians Tile and marble setters Police and sheriff's patrol officers Electricians		Electricians Police and sheriff's patrol officers Carpenters Cooks, restaurant Plumbers, pipefitters, and steamfitters
	Moderate-term on-the-job training	
Medical assistants Social and human service assistants Hazardous materials removal workers Dental assistants Residential advisors		Customer service representatives Truck drivers, heavy and tractor-trailer Sales representatives, wholesale and manufacturing, except technical and scientific products Medical assistants Maintenance and repair workers, general
	Short-term on-the-job training	
Home health aides Physical therapist aides Occupational therapist aides Personal and home care aides Security guards		Retail salespersons Combined food preparation and serving workers, including fast food Cashiers, except gaming Janitors and cleaners, except maids and housekeeping cleaners Waiters and waitresses

Sources of Career Information

This section identifies sources of information about career planning, counseling, training, education, and financial aid. Handbook statements also include a section on sources of additional information, which lists organizations that can be contacted for more information about particular occupations including, in some cases, the required training and education.

Career information

Listed below are several places to begin collecting information on careers and job opportunities.

Personal contacts. The people close to you—your family and friends—can be extremely helpful in providing career information. They may be able to answer your questions directly or put you in touch with someone else who can. Networking can lead to meeting someone who can answer your questions about a specific career or company and provide inside information and other helpful hints. It is an effective way to learn the type of training they found necessary for a certain position, how they entered the field, their prospects for advancement, and what they like and dislike about the work.

Public libraries, career centers, and guidance offices. These institutions maintain a great deal of up-to-date material. To begin your library search, look at the computer listings under “vocations” or “careers,” and then under specific fields. Check the periodicals section, where trade and professional magazines and journals about specific occupations and industries are located. Become familiar with the concerns and activities of potential employers by skimming their annual reports and other public documents. Occupational information on video cassettes and computerized information systems or the Internet can be valuable. Don’t forget the librarians; they can be a great source and can save you valuable time by directing you to relevant information.

Check your school’s career centers for resources such as individual counseling and testing, guest speakers, field trips, books, career magazines, and career days.

Always assess career guidance materials carefully. The information should be current and objective. Beware of materials that seem to glamorize the occupation, overstate the earnings, or exaggerate the demand for workers.

Counselors. These professionals are trained to help you discover your strengths and weaknesses, evaluate your goals and values, and determine what you would like in a career. Counselors will not tell you what to do. However, they may administer interest inventories and aptitude tests, interpret the results, and help you explore various options. Counselors also may discuss local job markets and the entry requirements and costs of schools, colleges, or training programs. Counselors are found in:

- High school guidance offices
- College career planning and placement offices
- Placement offices in private vocational or technical schools and institutions
- Vocational rehabilitation agencies

- Counseling services offered by community organizations
- Private counseling agencies and private practices
- State employment service offices

Before employing the services of a private counselor or agency, you may want to seek recommendations and check their credentials. The International Association of Counseling Services (IACS) accredits counseling services throughout the country. Most of these accredited services are college and university services restricted to students of those schools. To receive a listing of accredited services for your region, send a self-addressed, stamped, business-size envelope to:

- IACS, 101 South Whiting St., Suite 211, Alexandria, VA 22304. Telephone: (703) 823-9840. Internet: <http://www.iacsinc.org>.

The Directory of Counseling Services, an IACS publication providing employment counseling and other assistance, may be available in your library or school career counseling center. A list of certified career counselors—most of whom are private, for-fee counselors—by city or State is available from:

- National Board of Certified Counselors, 3 Terrace Way, Suite D, Greensboro, NC 27403-3660. Telephone: (336) 547-0607. Internet: <http://www.nbcc.org>.

Internet networks and resources. The growth of online listings has made countless resources instantly available at any time. Most companies, professional societies, academic institutions, and government agencies maintain Internet sites that highlight the organization’s latest information and activities.

Listings may include information such as government documents, schedules of events, and job openings. Corporate and government Web sites often provide job application information, including links for submitting resumes. Listings for academic institutions often provide links to career counseling and placement services through career resource centers, as well as information on financing your education. Colleges and universities also offer online guides to campus facilities and admission requirements and procedures.

The career information available through the Internet provides much of the same information available through libraries, career centers, and guidance offices. However, no single network or resource will contain all desired information, so be prepared to search in a variety of places. As in a library search, look through various lists by field or discipline, or by using keywords.

Career sites can be an excellent place to obtain information about job opportunities. They provide a forum for employers to list job openings and for individuals to post their resumes. Some Internet sites also may provide an opportunity to research a particular industry or company.

A major portion of the U.S. Department of Labor’s Labor Market Information System is the CareerOneStop site, which operates as a Federal-State partnership. This site includes America’s Job Bank (AJB), America’s Career InfoNet, and America’s Service Locator. CareerOneStop, along with the National Tollfree Helpline (877-US2-JOBS) and the local One-Stop Career Centers in each State, combine to provide a wide range of workforce assistance and resources. Internet: <http://www.careeronestop.org>.

America's Job Bank (AJB), administered by the U.S. Department of Labor, lists more than 1 million job openings on any given day. These job openings are compiled by State employment service offices throughout the Nation. AJB is accessible at: <http://www.ajb.org>.

America's Career InfoNet is an especially useful site. It provides data on employment growth and wages by occupation; the knowledge, skills, and abilities required by an occupation; and links to employers. Internet: <http://www.acinet.org/acinet>.

America's Service Locator is a partnership between the U.S. Department of Labor, State governments, and local agencies to provide a comprehensive database of service providers accessible via telephone or the Internet by the public. Use of the database is free of charge and directs customers to a range of services available in their area, including unemployment benefits, job training, youth programs, seminars, education opportunities, and disabled or older worker programs, among others. Internet: <http://www.servicelocator.org>.

Career Voyages is the result of a collaboration between the U.S. Department of Labor and the U.S. Department of Education. It is designed to provide information on high-growth, high-demand occupations along with the skills and education needed to attain those jobs. Career Voyages is accessible at: <http://www.careervoyages.gov>.

Professional societies, trade associations, labor unions, business firms, and educational institutions. These organizations provide a variety of free or inexpensive career material. Many of these are listed in the sources of additional information section at the end of individual Handbook statements. For information on occupations not covered in the *Handbook*, consult directories in your library's reference section for the names of potential sources. You may start with *The Guide to American Directories* or *The Directory of Directories*. Another useful resource is *The Encyclopedia of Associations*, an annual publication listing trade associations, professional societies, labor unions, and fraternal and patriotic organizations.

The National Technical Information Service Audiovisual Center, a central source for audiovisual material produced by the U.S. Government, sells material on jobs and careers. For a catalog, contact:

- ▶ NTIS Audiovisual Center, Springfield, VA 22161. Telephone: (703) 605-6000 or (800) 553-6847. Internet: <http://www.ntis.gov/nac>.

Federal Government. Information on employment with the Federal Government is available from the U.S. Office of Personnel Management (OPM) through a telephone-based system. Consult your telephone directory under U.S. Government for a local number or call (703) 724-1850; Federal Relay Service: (800) 877-8339. The first number is not tollfree, and charges may result. Information also is available from the OPM Internet site: <http://www.usajobs.opm.gov>.

Information and resources for potential applicants and current employees pertaining to Federal employment of people with disabilities is available at: <http://www.opm.gov/disability>.

Organizations for specific groups. The organizations listed below provide information on career planning, training, or job opportunities prepared for specific groups. Consult directories in your library's reference center or a career guidance office for information on additional organizations associated with specific groups.

Disabled workers:

Counseling, training, and placement services for those with disabilities are available from the State Vocational Rehabilitation

Agency: Internet:

http://bccol02.ed.gov/Programs/EROD_org_list.cfm?category_ID=SVR.

Information on employment opportunities for people with all types of disabilities is available from:

- ▶ National Organization on Disability, 910 Sixteenth St. NW., Suite 600, Washington, DC 20006. Telephone: (202) 293-5960. TTY: (202) 293-5968. Internet: <http://www.nod.org/economic>.
- ▶ Half the Planet Foundation, 1875 Eye St. NW., 12th Floor, Washington, DC 20006. Internet: <http://www.halftheplanet.org>.
- ▶ Job Accommodation Network (JAN). Internet: <http://www.jan.wvu.edu>.

A comprehensive Federal Web site of disability-related resources is accessible at: <http://www.disabilityinfo.gov>.

Blind workers:

Information on the free national reference and referral service for the blind can be obtained by contacting:

- ▶ National Federation of the Blind, Job Opportunities for the Blind (JOB), 1800 Johnson St., Baltimore, MD 21230. Telephone: (410) 659-9314. Internet: <http://www.nfb.org>.

Older workers:

- ▶ National Council on the Aging, 300 D St. SW., Suite 8010, Washington, DC 20024. Telephone: (202) 479-1200. Internet: <http://www.ncoa.org>.
- ▶ National Caucus and Center on Black Aged, Inc., Senior Employment Programs, 1220 L St. NW., Suite 800, Washington, DC 20005. Telephone: (202) 637-8400. Fax: (202) 347-0895. Internet: <http://www.ncba-aged.org>.

Veterans:

Contact the nearest regional office of the U.S. Department of Labor Veterans' Employment and Training Service or:

- ▶ Credentialing Opportunities On-Line (COOL), which explains how Army soldiers can meet civilian certification and license requirements related to their Military Occupational Specialty (MOS). Internet: <https://www.cool.army.mil/index.htm>.

Women:

- ▶ Department of Labor, Women's Bureau, 200 Constitution Ave. NW., Washington, DC 20210. Telephone: (800) 827-5335. Internet: <http://www.dol.gov/wb>.
- ▶ Wider Opportunities for Women, 1001 Connecticut Ave. NW., Suite 930, Washington, DC 20036. Telephone: (202) 464-1596. Internet: <http://www.WOWonline.org>.

Federal laws, executive orders, and selected Federal grant programs bar discrimination in employment based on race, color, religion, sex, national origin, age, and handicap. Information on how to file a charge of discrimination is available from U.S. Equal Employment Opportunity Commission offices around the country. Their addresses and telephone numbers are listed in telephone directories under U.S. Government, EEOC. Telephone: (800) 669-4000 (TTY 1-800-669-6820). Internet: <http://www.eeoc.gov>.

Education and training information

Colleges, schools, and training institutes readily reply to requests for information about their programs. When contacting these institutions, you may want to keep in mind the following items:

- Admission requirements
- Courses offered
- Certificates or degrees awarded
- Cost
- Available financial aid
- Location and size of school
- Placement rate of graduates

Check with professional and trade associations for lists of schools that offer career preparation in a field in which you are interested. High school guidance offices and libraries usually have copies of the directories listed below, as well as college catalogs that can provide more information on specific institutions.

The U.S. Department of Education's IPEDS (Integrated Postsecondary Education Data System) program has an interactive school search system. You can search for any postsecondary school, focusing your search for a school based upon many factors: Number of students, type of school (2-year colleges, 4-year colleges, trade schools), public or privately funded institutions, instructional programs and fields of study (majors), accreditation, and geographic location. Once you've narrowed your choices, the site provides more detailed information on specific schools, including contact information. There also are links to other helpful sites. Internet: <http://nces.ed.gov/ipeds/cool/index.asp>.

The *Directory of Private Career Schools and Colleges of Technology*, put out by the Accrediting Commission of Career Schools and Colleges of Technology, is a helpful resource. Be sure to use the latest edition because these directories and catalogs are revised periodically.

Information about home or correspondence study programs appears in the *Directory of Accredited Institutions*. Send requests for the *Directory* and a list of other publications to:

- Distance Education and Training Council, 1601 18th St. NW., Washington, DC 20009-2529. Telephone: (202) 234-5100. Internet: <http://www.detc.org>.

Information about apprenticeships is available from local labor unions, school guidance counselors, and State employment offices or from:

- U.S. Department of Labor, Employment and Training Administration, 200 Constitution Ave. NW., Washington, DC 20210. Telephone: (202) 693-3812. Internet: <http://www.doleta.gov>.

Completing an internship is an excellent way for students and others to learn about an occupation and to make valuable contacts. Many employers offer internships that provide short-term or part-time job experience that can lead to a permanent position. Contact your school's career guidance center or employers directly regarding internship opportunities.

Financial aid information

Information about financial aid is available from a variety of sources. Contact your high school guidance counselor and college financial aid officer for information concerning qualifications and applications for scholarships, fellowships, grants, loans, and work-study programs. Every State administers financial aid programs; contact State Departments of Education for information. Banks and credit unions will provide information about student loans. You also may want to consult the directories and guides available in guidance offices and public libraries for sources of student financial aid.

The Federal Government provides grants, loans, work-study programs, and other benefits to students. Information about programs

administered by the U.S. Department of Education is presented in *The Student Guide to Federal Financial Aid Programs*, updated annually. To receive a copy, write to:

- Federal Student Aid Information Center, c/o Federal Student Aid Programs, P.O. Box 84, Washington, DC 20044-0084. Telephone: (800) 433-3243. Internet: <http://www.ed.gov/offices/OSFAP/Students>.

The U.S. Department of Health and Human Services offers student loan, scholarship, and faculty loan repayment programs for health-related professions. For information, contact:

- HRSA, Bureau of Health Professions, Division of Student Assistance, Parklawn Bldg., Room 8-34, 5600 Fishers Lane, Rockville, MD 20857. Telephone: (888) 275-4772. Internet: http://www.bhpr.hrsa.gov/dsa_index.htm.

College is Possible—a resource guide prepared by the Coalition of America's Colleges and Universities and the U.S. Department of Education—lists books, pamphlets, and Internet sites that help students prepare for, choose, and pay for college. It includes information on scholarships and is available in English and Spanish. Telephone: (800) 433-3243. Internet: <http://www.collegeispossible.org>.

The Armed Forces have several educational assistance programs. These include the Reserve Officers' Training Corps (ROTC), the new G.I. bill, and tuition assistance. Information can be obtained from military recruiting centers, located in most cities. Internet: http://www.defenselink.mil/other_info/careers.html.

State and local information

The *Handbook* provides information for the Nation as a whole. State or local area information is available from:

State Employment Security Agencies. These agencies develop detailed information about local labor markets, such as current and projected employment by occupation and industry, characteristics of the work force, and changes in State and local area economic activity. Listed below are the Internet addresses of these agencies and addresses and telephone numbers of the directors of research and analysis in these agencies.

Most States have career information delivery systems (CIDS). Look for these systems in secondary schools, postsecondary institutions, libraries, job training sites, vocational rehabilitation centers, and employment service offices. The public can use the systems' computers, printed material, microfiche, and tollfree hotlines to obtain information on occupations, educational opportunities, student financial aid, apprenticeships, and military careers. Ask counselors for specific locations.

State occupational projections also are available on the Internet: <http://www.projectionscentral.com>

Alabama

Chief, Labor Market Information Division, Department of Industrial Relations, 649 Monroe St., Room 427, Montgomery, AL 36131-2280. Telephone: (334) 242-8859. Internet: <http://www.dir.state.al.us/lmi>

Alaska

Chief, Research and Analysis Section, Department of Labor and Workforce Development, 1111 West 8th St., Juneau, AK 99802-5501. Telephone: (907) 465-6035. Internet: <http://almis.labor.state.ak.us>

Arizona

Research Administrator, Department of Economic Security, 1789 West Jefferson St., 733A, Phoenix, AZ 85007-3295. Telephone: (602) 542-3871. Internet: <http://www.workforce.az.gov>

Arkansas

Director, Labor Market Information, Employment Security Department, P.O. Box 2981, Little Rock, AR 72203-2981. Telephone: (501) 682-3159. Internet: <http://www.state.ar.us/esd>

California

Chief, Labor Market Information Division, MIC57, Employment Development Department, 7000 Franklin Blvd., Building 1100, Sacramento, CA 95823. Telephone: (916) 262-2160. Internet: <http://www.calmis.cahwnet.gov>

Colorado

Director, Labor Market Information, Department of Labor and Employment, 1515 Arapahoe St., Tower 2, Suite 300, Denver, CO 80202-2117. Telephone: (303) 318-8898. Internet: <http://www.coworkforce.com/lmi>

Connecticut

Director, Employment Security Division, Research and Information, Department of Labor, 200 Folly Brook Blvd., Wethersfield, CT 06109-1114. Telephone: (860) 263-6255. Internet: <http://www.ctdol.state.ct.us/lmi/index.htm>

Delaware

Chief, Office of Occupational and Labor Market Information, Department of Labor, 4425 N. Market St.-Fox Valley Annex, Wilmington, DE 19809-1307. Telephone: (302) 761-8050. Internet: <http://www.oolmi.net>

District of Columbia

Chief, Office of Labor Market Research and Information, 64 New York Ave. NE., Suite 3035, Washington, D.C. 20002. Telephone: (202) 671-1633. Internet: http://does.ci.washington.dc.us/info/labor_mkt.shtm

Florida

Process Manager, Labor Market Statistics, Agency for Workforce Innovation, MSC G-020, 107 E. Madison St., Tallahassee, FL 32399-4111. Telephone: (850) 488-1048. Internet: <http://www.labormarketinfo.com>

Georgia

Director, Workforce Information and Analysis, Room 300, Department of Labor, 223 Courtland St., CWC Building, Atlanta, GA 30303. Telephone: (404) 232-3875. Internet: <http://www.dol.state.ga.us/lmi>

Guam

Director, Government of Guam, Sunny Plaza, 2nd Floor, 125 Tun Jesus Crisostomo, Tamuning, GU 96911. Telephone: (671) 647-7066.

Hawaii

Chief, Research and Statistics Office, Department of Labor and Industrial Relations, 830 Punchbowl St., Room 304, Honolulu, HI 96813. Telephone: (808) 586-8999. Internet: <http://www.state.hi.us/dlir/rs/loihi>

Idaho

Chief, Research and Analysis Bureau, Department of Labor, 317 Main St., Boise, ID 83735-0670. Telephone: (208) 334-6170. Internet: <http://www.labor.state.id.us/lmi/id-lmi.htm>

Illinois

Director, Economic Information and Analysis, Illinois Department of Employment Security, 401 South State St., 7th Floor-North, Chicago, IL 60605. Telephone: (312) 793-2316. Internet: <http://lmi.ides.state.il.us>

Indiana

Director, Labor Market Information - South E211, Department of Workforce Development, 10 North Senate Ave., Indianapolis, IN 46204-2277. Telephone: (317) 232-7460. Internet: <http://www.dwd.state.in.us>

Iowa

Division Administrator, Information and Policy Division, Iowa Workforce Development, 1000 East Grand Ave., Des Moines, IA 50319-0209. Telephone: (515) 281-0255. Internet: <http://www.state.ia.us/iwd>

Kansas

Chief, Labor Market Information Services, Department of Human Resources, 401 SW Topeka Blvd., Topeka, KS 66603-3182. Telephone: (785) 296-5058. Internet: <http://laborstats.hr.state.ks.us>

Kentucky

Manager, Research and Statistics Branch, Department for Employment Services, Workforce Development Cabinet, 275 East Main St., 2 W-G, Frankfort, KY 40621. Telephone: (502) 564-7976. Internet: <http://www.workforcekentucky.ky.gov>

Louisiana

Director, Research and Statistics Section, Department of Labor, 1001 North 23rd St., Baton Rouge, LA 70804-4094. Telephone: (225) 342-3141. Internet: <http://www.laworks.net>

Maine

Director, Division of Labor Market Information Services, Maine Department of Labor, 20 Union St., Augusta, ME 04330-6826. Telephone: (207) 287-2271. Internet: <http://www.state.me.us/labor/lmis/index.html>

Maryland

Director, Labor Market Analysis and Information, Department of Labor, Licensing and Regulations, 1100 North Eutaw St., Room 316, Baltimore, Md. 21201-2206. Telephone: (410) 767-2250. Internet: <http://www.dlir.state.md.us/lmi/index.htm>

Massachusetts

Assistant Director for Research, Division of Employment and Training, 19 Staniford St., Boston, MA 02114. Telephone: (617) 626-6556. Internet: <http://www.detma.org/lmiinfo.htm>

Michigan

Director, Labor Market Information Division, Department of Career Development, 3032 West Grand Blvd., 9th Floor, Detroit, MI 48202. Telephone: (313) 456-3090. Internet: <http://www.michlmi.org>

Minnesota

Labor Market Information Director, Department of Employment and Economic Development, 390 N. Robert St., 5th Floor, St. Paul, MN 55101. Telephone: (651) 296-4087. Internet: <http://www.mnwf.org/lmi.htm>

Mississippi

Chief, Labor Market Information Division, Employment Security Commission, 1520 West Capitol St., Jackson, MS 39215-1699. Telephone: (601) 961-7424. Internet: <http://www.mesc.state.ms.us/lmi/index.html>

Missouri

Research Manager, Labor Market Information, Department of Economic Development, 301 West High St., Jefferson City, MO 65102. Telephone: (573) 751-3609. Internet: <http://www.works.state.mo.us/lmi>

Montana

Director, Research and Analysis, Department of Labor and Industry, 1327 Lockey and Roberts Sts., Helena, MT 59601. Telephone: (406) 444-2430. Internet: <http://rad.dli.state.mt.us>

Nebraska

Administrator, Labor Market Information Center, Nebraska Workforce Development, 550 South 16th St., Lincoln, NE 68508. Telephone: (402) 471-9964. Internet: <http://www.dol.state.ne.us/nelmi.htm>

Nevada

Chief, Research and Analysis, Department of Employment Training and Rehabilitation, 500 East Third St., Carson City, NV 89713-0020. Telephone: (775) 684-0387. Internet: <http://www.detr.state.nv.us/lmi/index.htm>

New Hampshire

Director, Economic and Labor Market Information, Department of Employment Security, 32 South Main St., Concord, NH 03301-4587. Telephone: (603) 228-4123. Internet: <http://www.nhworks.state.nh.us/lmipage.htm>

New Jersey

Director, Labor Market and Demographic Research, Department of Labor, John Fitch Plaza, 5th Floor, Trenton, NJ 08625. Telephone: (609) 292-0099. Internet: <http://www.state.nj.us/labor/lra>

New Mexico

Research Chief, Economic Research and Analysis, Department of Labor, 501 Mountain Rd., Albuquerque, NM 87102. Telephone: (505) 841-8645. Internet: http://www.dol.state.nm.us/dol_lmif.html

New York

Director, Division of Research and Statistics, New York State Department of Labor, State Campus, Building 12, Room 402, Albany, NY 12240-0020. Telephone: (518) 457-6369. Internet: <http://www.labor.state.ny.us>

North Carolina

Director, Labor Market Information Division, Employment Security Commission, 700 Wade Ave., Raleigh, NC 27605. Telephone: (919) 733-2936. Internet: <http://www.ncesc.com>

North Dakota

LMI Director, Research and Statistics, Job Service North Dakota, 1000 East Divide, Bismarck, ND 58501. Telephone: (701) 328-2868. Internet: http://www.state.nd.us/jsnd_warehouse.htm?bookmark=warehouse

Ohio

Director, Labor Market Information Division, Department of Job and Family Services, 4300 Kimberly Pkwy., 3rd Floor, Columbus, OH 43232. Telephone: (614) 752-9494. Internet: <http://lmi.state.oh.us>

Oklahoma

Director, Economic Research and Analysis, Employment Security Commission, 2401 N. Lincoln, Room 402-1, Oklahoma City, OK 73105. Telephone: (405) 557-7265. Internet: <http://www.oesc.state.ok.us/lmi/default.htm>

Oregon

Manager, Workforce and Economic Research, Oregon Employment Department, 875 Union St., NE., Room 207, Salem, OR 97311-9986. Telephone: (503) 947-1212. Internet: <http://olmis.emp.state.or.us>

Pennsylvania

Director, Center for Workforce Information and Analysis, Department of Labor and Industry, Seventh and Forster Sts., Room 220, Harrisburg, PA 17121-0001. Telephone: (717) 787-3266. Internet: www.dli.state.pa.us/workforceinfo

Puerto Rico

Director, Bureau of Labor Statistics, Department of Labor and Human Resources, 505 Munoz Rivera Ave., 17th Floor, Hato Rey, PR 00918. Telephone: (787) 754-5340.

Rhode Island

Director, Labor Market Information, Department of Employment and Training, 1511 Pontiac Ave., Cranston, RI 02920. Telephone: (401) 462-8767. Internet: <http://www.dlt.ri.gov/lmi>

South Carolina

Director, Labor Market Information Division, Employment Security Commission, 631 Hampton St., Columbia, SC 29201. Telephone: (803) 737-2660. Internet: <http://www.sces.org/lmi/index.asp>

South Dakota

Director, Labor Market Information Division, Department of Labor, 420 S. Roosevelt St., Aberdeen, SD 57401-5131. Telephone: (605) 626-2314. Internet: <http://www.state.sd.us/dol/lmic/index.htm>

Tennessee

Director, Research and Statistics Division, Department of Labor and Workforce Development, 500 James Robertson Pkwy., 11th Floor, Nashville, TN 37245-1000. Telephone: (615) 741-2284. Internet: <http://www.state.tn.us/labor-wfd/lmi.htm>

Texas

Director, Labor Market Information, Texas Workforce Commission, 9001 North IH-35, Suite 103A, Austin, TX 75753. Telephone: (512) 491-4802. Internet: <http://www.tracer2.com>

Utah

LMI Director, Workforce Information, Department of Workforce Services, 140 East 300 South, Salt Lake City, UT 84111. Telephone: (801) 526-9401. Internet: <http://jobs.utah.gov/wi>

Vermont

Chief, Research and Analysis, Department of Employment and Training, 5 Green Mountain Dr., Montpelier, VT 05602. Telephone: (802) 828-4153. Internet: <http://www.vtmi.info>

Virgin Islands

Chief, Bureau of Labor Statistics, Department of Labor, 53-A, 54 A and B, Kronprindsens Gade, Charlotte Amalie, VI 00801. Telephone: (340) 776-3700.

Virginia

Director, Economic Information Services, Virginia Employment Commission, 703 East Main St., Richmond, VA 23219. Telephone: (804) 786-7496. Internet: <http://www.vec.state.va.us/index.cfm?loc=lbrmkt&info=lmi>

Washington

Director, Labor Market and Economic Analysis, Employment Security Department, 605 Woodland Square Loop, Lacey, WA 98506. Telephone: (360) 438-4804. Internet: <http://www.wa.gov/esd/lmea>

West Virginia

Director, Research Information and Analysis Division, Bureau of Employment Programs, 112 California Ave., Room 107, Charleston, WV 25305-0112. Telephone: (304) 558-2660. Internet: <http://www.state.wv.us/bep/lmi/default.htm>

Wisconsin

Director, Bureau of Workforce Information, Department of Workforce Development, 201 E. Washington Ave., Madison, WI 53702. Telephone: (608) 267-9705. Internet: <http://www.dwd.state.wi.us/dwelmi>

Wyoming

Manager, Research and Planning, Department of Employment, 246 South Center St., 2nd floor, Casper, WY 82601. Telephone: (307) 473-3807. Internet: <http://wydoe.state.wy.us>

Finding a Job and Evaluating a Job Offer

Finding information on available jobs

It takes some people a great deal of time and effort to find a job they enjoy. Others may walk right into an ideal employment situation. Do not be discouraged if you have to pursue many leads. Friends, neighbors, teachers, and counselors may know of available jobs in your field of interest. Read the classified ads. Consult State employment service offices and consider private employment agencies. You also may contact employers directly.

Where to learn about job openings

Personal contacts
School career planning and placement offices
Employers
Classified ads
—National and local newspapers
—Professional journals
—Trade magazines
Internet networks and resources
State employment service offices
Federal Government
Professional associations
Labor unions
Private employment agencies and career consultants
Community agencies

Job search methods

Personal contacts. Your family, friends, and acquaintances may offer one of the most effective ways to find a job. They may help you directly or put you in touch with someone else who can. Such networking can lead to information about specific job openings, many of which may not be publicly posted.

School career planning and placement offices. High school and college placement offices help their students and alumni find jobs. They set up appointments and allow recruiters to use their facilities for interviews. Placement offices usually have a list of part-time, temporary, and summer jobs offered on campus. They also may have lists of jobs for regional, nonprofit, and government organizations. Students can receive career counseling and testing and job search advice. At career resource libraries, they may attend workshops on such topics as job search strategy, resume writing, letter writing, and effective interviewing; critique drafts of resumes and watch videotapes of mock interviews; explore files of resumes and references; and attend job fairs conducted by the placement office.

Employers. Through your library and Internet research, develop a list of potential employers in your desired career field. Employer Web sites often contain lists of job openings. Websites and business directories can provide you with information on how to apply for a position or whom to contact. Even if no open positions are posted, do not hesitate to contact the employer and the relevant department. Set up an interview with someone working in the same area in which you wish to work. Ask them how they got started, what they enjoy or dislike about the work, what type of qualifications are necessary for the job, and what type of personality suc-

ceeds in that position. Even if they don't have a position available, they may be able to put you in contact with other people who might hire you, and they can keep you in mind if a position opens up. Make sure to send them your resume and a cover letter. If you are able to obtain an interview, be sure to send a thank-you note. Directly contacting employers is one of the most successful means of job hunting.

Classified ads. The "Help Wanted" ads in newspapers list numerous jobs. You should realize, however, that many other job openings are not listed, and that the classified ads sometimes do not give all of the important information. They may offer little or no description of the job, working conditions, or pay. Some ads do not identify the employer. They may simply give a post office box to which you can mail your resume, making followup inquiries very difficult. Some ads offer out-of-town jobs; others advertise employment agencies rather than actual employment opportunities.

When using classified ads, keep the following in mind:

- Do not rely solely on the classifieds to find a job; follow other leads as well.
- Answer ads promptly, because openings may be filled quickly, even before the ad stops appearing in the paper.
- Read the ads every day, particularly the Sunday edition, which usually includes the most listings.
- Beware of "no experience necessary" ads. These ads often signal low wages, poor working conditions, or commission work.
- Keep a record of all ads to which you have responded, including the specific skills, educational background, and personal qualifications required for the position.

Internet networks and resources. The Internet provides a variety of information, including job listings and job search resources and techniques. However, no single Web site or resource will contain all of the information available on employment or career opportunities, so be prepared to search for what you need. Remember that job listings may be posted by field or discipline, so begin your search using keywords. Some Web sites provide national or local classified listings and allow jobseekers to post their resumes online. Other sites offer advice on how to search for a job, prepare for an interview, or write your resume. When searching employment databases on the Internet, it usually is possible to send your resume to an employer by e-mail or to post it online.

State employment service offices. The State employment service, sometimes called the Job Service, operates in coordination with the U.S. Department of Labor's Employment and Training Administration. Local offices, found nationwide, help jobseekers to find jobs and help employers to find qualified workers at no cost to either. To find the office nearest you, look in the State government telephone listings under "Job Service" or "Employment."

Job matching and referral. At the State employment service office, an interviewer will determine if you are "job ready" or if you need help from counseling and testing services to assess your

occupational aptitudes and interests and to help you choose and prepare for a career. After you are “job ready,” you may examine available job listings and select openings that interest you. A staff member can then describe the job openings in detail and arrange for interviews with prospective employers.

America’s Job Bank, sponsored by the U.S. Department of Labor, is an Internet site that allows you to search through a database of more than 1 million jobs nationwide, create and post your resume online, and set up an automated job search. The database contains a wide range of mostly full-time private sector jobs that are available all over the country. Jobseekers can access America’s Job Bank at: <http://www.ajb.org>. Computers with access to the Internet are available to the public in any local public employment service office, school, library, or military installation.

Using Internet Resources to Plan your Future, a U.S. Department of Labor publication, offers advice on organizing your Internet job search. It is primarily intended to provide instruction for jobseekers on how to use the Internet to their best advantage, but recruiters and other career service industry professionals will find information here to help them also. How to Use the Internet in your Job Search; The Job Search Process; and the Career-Related Pages, other U.S. Department of Labor Internet publications, each discusses specific steps that jobseekers can follow to identify employment opportunities. Included are daily tips and hints, plus a large database of links and job search engines. Many Department of Labor and other publications for jobseekers are available at: <http://safetynet.doleta.gov/netsourc.htm>. Check with your State employment service office, or order a copy of these and other publications from the U.S. Government Printing Office’s Superintendent of Documents. Telephone: (202) 512-1800. Internet: <http://bookstore.gpo.gov> or <http://www.doleta.gov>.

Services for special groups. By law, veterans are entitled to priority for job placement at State employment service centers. If you are a veteran, a veterans’ employment representative can inform you of available assistance and help you to deal with problems.

State employment service offices refer people to opportunities available under the Workforce Investment Act (WIA) of 1998. WIA reforms Federal employment, adult education, and vocational rehabilitation programs to create an integrated, “one-stop” system of workforce investment and education activities for adults and youths. Services are provided to employers and jobseekers, including adults, dislocated workers, and youths. WIA’s primary purpose is to increase the employment, retention, skills, and earnings of participants. These programs help to prepare people to participate in the State’s workforce, increase their employment and earnings potential, improve their educational and occupational skills, and reduce their dependency on welfare, which will improve the quality of the workforce and enhance the productivity and competitiveness of the Nation’s economy.

Federal Government. Information on obtaining a position with the Federal Government is available from the U.S. Office of Personnel Management (OPM) through a telephone-based system. Consult your telephone directory under U.S. Government for a local number or call the Federal Relay Service for the hearing impaired (800) 877-8339. The first number is not tollfree, and charges may result. Information also is available from the OPM Internet site at: <http://www.usajobs.opm.gov>.

Professional associations. Many professions have associations that offer employment information, including career planning, educational programs, job listings, and job placement. To use these ser-

vices, associations usually require that you be a member; information can be obtained directly from an association through the Internet, by telephone, or by mail.

Labor unions. Labor unions provide various employment services to members, including apprenticeship programs that teach a specific trade or skill. Contact the appropriate labor union or State apprenticeship council for more information.

Private employment agencies and career consultants. These agencies can be helpful, but they are in business to make money. Most operate on a commission basis, with the fee dependent upon a percentage of the salary paid to a successful applicant. You or the hiring company will pay the fee. Find out the exact cost and who is responsible for paying associated fees before using the service.

Although employment agencies can help you save time and contact employers who otherwise might be difficult to locate, the costs may outweigh the benefits if you are responsible for the fee. Contacting employers directly often will generate the same type of leads that a private employment agency will provide. Consider any guarantees that the agency offers when determining if the service is worth the cost.

Community agencies. Many nonprofit organizations, including religious institutions and vocational rehabilitation agencies, offer counseling, career development, and job placement services, generally targeted to a particular group, such as women, youths, minorities, ex-offenders, or older workers.

Applying for a job

Resumes and application forms. Resumes and application forms are two ways to provide employers with written evidence of your qualifications and skills. Generally, the same information appears on both the resume and the application form, but the way in which it is presented differs. Some employers prefer a resume and others require an application form. The accompanying box presents the basic information you should include in your resume.

There are many ways of organizing a resume. Depending on the job, you should choose the format that best highlights your skills, training, and experience. It may be helpful to look in a variety of books and publications at your local library or bookstore for different examples.

What Usually Goes Into a Resume

- Name, address, e-mail address, and telephone number.
- Employment objective. State the type of work or specific job you are seeking.
- Education, including school name and address, dates of attendance, curriculum, and highest grade completed or degree awarded. Consider including any courses or areas of focus that might be relevant to the position.
- Experience, paid and volunteer. For each job, include the job title, name and location of employer, and dates of employment. Briefly describe your job duties.
- Special skills, computer skills, proficiency in foreign languages, achievements, and membership in organizations.
- Keep it short; only one page for less experienced applicants.
- Avoid long paragraphs; use bullets to highlight key skills and accomplishments.
- Have a friend review your resume for any spelling or grammatical errors.
- Print it on high quality paper.

When you fill out an application form, make sure you fill it out completely and follow all instructions. Do not omit any requested information and make sure that the information you provide is correct.

Cover letters. A cover letter is sent with a resume or application form, as a way of introducing yourself to prospective employers. It should capture the employer's attention, follow a business letter format, and usually should include the following information:

- The name and address of the specific person to whom the letter is addressed.
- Your main qualifications for the position.
- Request for an interview.
- Your home and work telephone numbers.

Interviewing. An interview gives you the opportunity to showcase your qualifications to an employer, so it pays to be well prepared. The information in the accompanying box provides some helpful hints.

Job interview tips

Preparation:

Learn about the organization.
Have a specific job or jobs in mind.
Review your qualifications for the job.
Prepare answers to broad questions about yourself.
Review your resume.
Practice an interview with a friend or relative.
Arrive before the scheduled time of your interview.

Personal appearance:

Be well groomed.
Dress appropriately.
Do not chew gum or smoke.

The interview:

Relax and answer each question concisely.
Respond promptly.
Use good manners.
Learn the name of your interviewer and shake hands as you meet.
Use proper English—avoid slang.
Be cooperative and enthusiastic.
Ask questions about the position and the organization.
Thank the interviewer when you leave and, as a followup, in writing.

Test (if employer gives one):

Listen closely to instructions.
Read each question carefully.
Write legibly and clearly.
Budget your time wisely and don't dwell on one question.

Information to bring to an interview:

Social Security card.
Government-issued identification (driver's license).
Resume. Although not all employers require applicants to bring a resume, you should be able to furnish the interviewer information about your education, training, and previous employment.
References. Employers typically require three references. Get permission before using anyone as a reference. Make sure that they will give you a good reference. Try to avoid using relatives as references.

Evaluating a job offer

Once you receive a job offer, you are faced with a difficult decision and must evaluate the offer carefully. Fortunately, most organizations will not expect you to accept or reject an offer immediately.

There are many issues to consider when assessing a job offer. Will the organization be a good place to work? Will the job be interesting? Are there opportunities for advancement? Is the salary fair? Does the employer offer good benefits? If you have not already figured out exactly what you want, the following discussion may help you to develop a set of criteria for judging job offers, whether you are starting a career, reentering the labor force after a long absence, or planning a career change.

The organization. Background information on an organization can help you to decide whether it is a good place for you to work. Factors to consider include the organization's business or activity, financial condition, age, size, and location.

You generally can get background information on an organization, particularly a large organization, on its Internet site or by telephoning its public relations office. A public company's annual report to the stockholders tells about its corporate philosophy, history, products or services, goals, and financial status. Most government agencies can furnish reports that describe their programs and missions. Press releases, company newsletters or magazines, and recruitment brochures also can be useful. Ask the organization for any other items that might interest a prospective employee. If possible, speak to current or former employees of the organization.

Background information on the organization may be available at your public or school library. If you cannot get an annual report, check the library for reference directories that may provide basic facts about the company, such as earnings, products and services, and number of employees. Some directories widely available in libraries include:

- *Dun & Bradstreet's Million Dollar Directory*
- *Standard and Poor's Register of Corporations*
- *Moody's Industrial Manual*
- *Thomas Register of American Manufacturers*
- *Wards Business Directory*

Stories about an organization in magazines and newspapers can tell a great deal about its successes, failures, and plans for the future. You can identify articles on a company by looking under its name in periodical or computerized indexes in libraries. However, it probably will not be useful to look back more than 2 or 3 years.

The library also may have government publications that present projections of growth for the industry in which the organization is classified. Long-term projections of employment and output for detailed industries, covering the entire U.S. economy, are developed by the Bureau of Labor Statistics and revised every 2 years—see the February 2004 Monthly Labor Review for the most recent projections, covering the 2002-12 period, on the Internet at: <http://www.bls.gov/opub/mlr/mlrhome.htm>. Trade magazines also may include articles on the trends for specific industries.

Career centers at colleges and universities often have information on employers that is not available in libraries. Ask a career-center representative how to find out about a particular organization.

Does the organization's business or activity match your own interests and beliefs?

It is easier to apply yourself to the work if you are enthusiastic about what the organization does.

How will the size of the organization affect you?

Large firms generally offer a greater variety of training programs and career paths, more managerial levels for advancement, and better employee benefits than do small firms. Large employers also may have more advanced technologies. However, many jobs in large firms tend to be highly specialized.

Jobs in small firms may offer broader authority and responsibility, a closer working relationship with top management, and a chance to clearly see your contribution to the success of the organization.

Should you work for a relatively new organization or one that is well established?

New businesses have a high failure rate, but for many people, the excitement of helping to create a company and the potential for sharing in its success more than offset the risk of job loss. However, it may be just as exciting and rewarding to work for a young firm that already has a foothold on success.

Does it make a difference if the company is private or public?

An individual or a family may control a privately owned company and key jobs may be reserved for relatives and friends. A board of directors responsible to the stockholders controls a publicly owned company and key jobs usually are open to anyone.

Is the organization in an industry with favorable long-term prospects?

The most successful firms tend to be in industries that are growing rapidly.

Nature of the job. Even if everything else about the job is attractive, you will be unhappy if you dislike the day-to-day work. Determining in advance whether you will like the work may be difficult. However, the more you find out about the job before accepting or rejecting the offer, the more likely you are to make the right choice. Actually working in the industry and, if possible, for the company would provide considerable insight. You can gain work experience through part-time, temporary, or summer jobs, or through internship or work-study programs while in school, all of which can lead to permanent job offers.

Where is the job located?

If the job is in another section of the country, you need to consider the cost of living, the availability of housing and transportation, and the quality of educational and recreational facilities in that section of the country. Even if the job location is in your area, you should consider the time and expense of commuting.

Does the work match your interests and make good use of your skills?

The duties and responsibilities of the job should be explained in enough detail to answer this question.

How important is the job in this company?

An explanation of where you fit in the organization and how you are supposed to contribute to its overall objectives should give you an idea of the job's importance.

Are you comfortable with the hours?

Most jobs involve regular hours—for example, 40 hours a week, during the day, Monday through Friday. Other jobs require night, weekend, or holiday work. In addition, some jobs routinely require overtime to meet deadlines or sales or production goals, or to better serve customers. Consider the effect that the work hours will have on your personal life.

How long do most people who enter this job stay with the company?

High turnover can mean dissatisfaction with the nature of the work or something else about the job.

Opportunities offered by employers. A good job offers you opportunities to learn new skills, increase your earnings, and rise to positions of greater authority, responsibility, and prestige. A lack of opportunities can dampen interest in the work and result in frustration and boredom.

The company should have a training plan for you. What valuable new skills does the company plan to teach you?

The employer should give you some idea of promotion possibilities within the organization. What is the next step on the career ladder? If you have to wait for a job to become vacant before you can be promoted, how long does this usually take? When opportunities for advancement do arise, will you compete with applicants from outside the company? Can you apply for jobs for which you qualify elsewhere within the organization, or is mobility within the firm limited?

Salaries and benefits. Wait for the employer to introduce these subjects. Some companies will not talk about pay until they have decided to hire you. In order to know if their offer is reasonable, you need a rough estimate of what the job should pay. You may have to go to several sources for this information. Try to find family, friends, or acquaintances who recently were hired in similar jobs. Ask your teachers and the staff in placement offices about starting pay for graduates with your qualifications. Help-wanted ads in newspapers sometimes give salary ranges for similar positions. Check the library or your school's career center for salary surveys such as those conducted by the National Association of Colleges and Employers or various professional associations.

If you are considering the salary and benefits for a job in another geographic area, make allowances for differences in the cost of living, which may be significantly higher in a large metropolitan area than in a smaller city, town, or rural area.

You also should learn the organization's policy regarding overtime. Depending on the job, you may or may not be exempt from laws requiring the employer to compensate you for overtime. Find out how many hours you will be expected to work each week and whether you receive overtime pay or compensatory time off for working more than the specified number of hours in a week.

Also take into account that the starting salary is just that—the start. Your salary should be reviewed on a regular basis; many organizations do it every year. How much can you expect to earn after 1, 2, or 3 or more years? An employer cannot be specific about the amount of pay if it includes commissions and bonuses.

Benefits also can add a lot to your base pay, but they vary widely. Find out exactly what the benefit package includes and how much of the cost you must bear.

National, State, and metropolitan area data from the Bureau's National Compensation Survey are available from:

- ▶ Bureau of Labor Statistics, Office of Compensation Levels and Trends, 2 Massachusetts Ave. NE., Room 4175, Washington, DC 20212-0001. Telephone: (202) 691-6199. Internet: <http://www.bls.gov/ncs>.

Data on earnings by detailed occupation from the Occupational Employment Statistics (OES) Survey are available from:

- ▶ Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections, 2 Massachusetts Ave. NE., Room 2135, Washington, DC 20212-0001. Telephone: (202) 691-6569. Internet: <http://www.bls.gov/oes>.